

Enterprise Incident Report December 2011

As of 1/3/2012

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Agriculture and Food	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Vicky Marrelli	0 0	4 4	4 4
		Assigned to Individual Total	0 0	4 4	4 4
	Metro D Desktop Support	Eldon Jenson	0 0	1 0	1 0
		Jon Hager	1 1	52 49	53 50
		Assigned to Individual Total	1 1	53 49	54 50
	Metro D Help Desk	Doug Brown	0 0	2 2	2 2
		Jed Patrick	0 0	1 1	1 1
		John Robinson	0 0	2 2	2 2
		Assigned to Individual Total	0 0	5 5	5 5

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			High	Low	FCR Total
Agriculture and Food	Rural North Desktop Support	Lori Hartzell	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
	Assigned Group Total		1	64	65
			1	58	59
Customer Company Total			1	64	65
			1	58	59

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Agriculture and Food	Application Services	Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Help Desk	Vicky Marrelli	0 0	4 0	4 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro D Desktop Support	Eldon Jenson	0 0	1 0	1 0
		Jon Hager	1 0	52 2	53 2
		Assigned to Individual Total	1 0	53 2	54 2
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		Jed Patrick	0 0	1 0	1 0
		John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	5 0	5 0

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			High	Low	MIR Total
Agriculture and Food	Rural North Desktop Support	Lori Hartzell	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	64 3	65 3
Customer Company Total			1 0	64 3	65 3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Agriculture and Food	Application Services	Tony Larsen	0 0.00	1 3.28	1 3.28
		Assigned to Individual Total	0 0.00	1 3.28	1 3.28
	Help Desk	Vicky Marrelli	0 0.00	4 0.00	4 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Metro D Desktop Support	Eldon Jenson	0 0.00	1 0.38	1 0.38
		Jon Hager	1 0.00	52 0.08	53 0.08
		Assigned to Individual Total	1 0.00	53 0.09	54 0.09
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	2 0.00
		Jed Patrick	0 0.00	1 0.00	1 0.00
		John Robinson	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.00	5 0.00

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			High	Low	ATTIR Total
Agriculture and Food	Rural North Desktop Support	Lori Hartzell	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Assigned Group Total		1 0.00	64 0.13	65 0.12
Customer Company Total			1 0.00	64 0.13	65 0.12

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Agriculture and Food	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Vicky Marrelli	0 0	4 0	4 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro D Desktop Support	Eldon Jenson	0 0	1 0	1 0
		Jon Hager	1 0	52 0	53 0
		Assigned to Individual Total	1 0	53 0	54 0
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		Jed Patrick	0 0	1 0	1 0
		John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	5 0	5 0

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			High	Low	MR Total
Agriculture and Food	Rural North Desktop Support	Lori Hartzell	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	64 0	65 0
Customer Company Total			1 0	64 0	65 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Agriculture and Food	Application Services	Tony Larsen	0 0.00	1 3.87	1 3.87
		Assigned to Individual Total	0 0.00	1 3.87	1 3.87
	Help Desk	Vicky Marrelli	0 0.00	4 0.00	4 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Metro D Desktop Support	Eldon Jenson	0 0.00	1 1.83	1 1.83
		Jon Hager	1 0.00	52 0.09	53 0.09
		Assigned to Individual Total	1 0.00	53 0.13	54 0.13
	Metro D Help Desk	Doug Brown	0 0.00	2 0.06	2 0.06
		Jed Patrick	0 0.00	1 0.00	1 0.00
		John Robinson	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.02	5 0.02

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			High	Low	ATTR Total
Agriculture and Food	Rural North Desktop Support	Lori Hartzell	0 0.00	1	1
		Assigned to Individual Total	0 0.00	1	1
	Assigned Group Total		1 0.00	64 0.17	65 0.17
Customer Company Total			1 0.00	64 0.17	65 0.17

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Detail

INC000000424173	Ron Davidson Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424180	William Robinson Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000424494	Mitzi Hansen Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425321	Kim Concepcion Metro D Help Desk	Network Jed Patrick	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425354	Linda Lewis Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.07 2.30
INC000000425596	Jack Wilbur Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425599	Val Hermansen Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000425603	Val Hermansen Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Error Code Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425607	Michelle Jack Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425611	Cathie Larsen Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000425614	Clint Burfitt Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426476	Kathleen Mathews Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426484	Gordon Brown Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426485	Larry Lewis Metro D Desktop Support	Network Jon Hager	Incident Agriculture and Food	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426490	Samuel Lima Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000426499	Karen Parkes Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000426531	David Finch	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Lori Hartzell	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427207	Carla Johnson	Application	Reporting	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427214	Anne Johnson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427217	Anne Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427222	Gene Mecham	Network	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427224	Mary Jane Vanderlinden	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427226	Pat Nelson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427901	Larry Lewis	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427904	Anne Johnson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427908	Sara Lealos	Application	Error	WinWam Software		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427917	Bruce King	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000427919	Jennifer Sung	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428055	Drew Matthews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428305	Drew Matthews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000428471	Drew Matthews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000429167	Vicki Needham	None	None	None		TIR Missed: No	TIR: 0.38
	Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 1.83
INC000000431180	Raymond Loveless	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000431196	Mary Jane Vanderlinden	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000431206	Clint Burfitt	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000431218	Gordon Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000431225	Kim Concepcion	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000433126	Stephen Ogilvie	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	
INC000000433135	Jan Reinhart	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000433136	Cathie Larsen	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000433177	Drew Matthews	None	None	None		TIR Missed:	Yes	TIR:	2.31
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	2.31
INC000000434037	Stephen Ogilvie	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434046	Claudette Walcott	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434675	Seth Winterton	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434679	Drew Matthews	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434680	Sara Lealos	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000434685	Cathie Larsen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	
INC000000435248	Brian Tea	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000435252	Brian Tea	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000435254	Stephen Ogilvie	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000435255	Delia Tracey	Application	Error	Microsoft Access		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000435259	Carla Johnson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000436271	Trudy Casey	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000436272	Brian Tea	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000436280	Luke Osborn	None	None	None		TIR Missed: Yes	TIR: 3.28
	Application Services	Tony Larsen	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 3.87
INC000000436906	Delia Tracey	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000436907	Mary Jane Vanderlinden	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000436914	Carla Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437420	Vicki Needham	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437424	Sharon Simonson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437425	Grant Tidwell	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437615	Kyle Stephens	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437615	Kyle Stephens	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437615	Kyle Stephens	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000437615	Kyle Stephens	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00